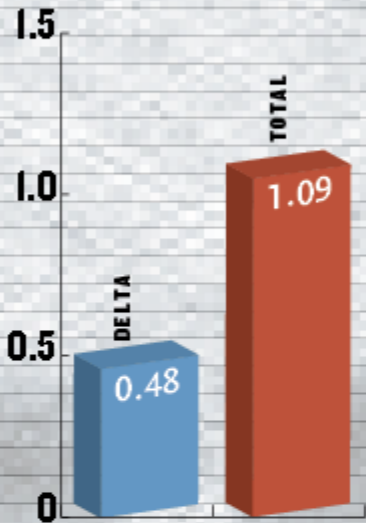


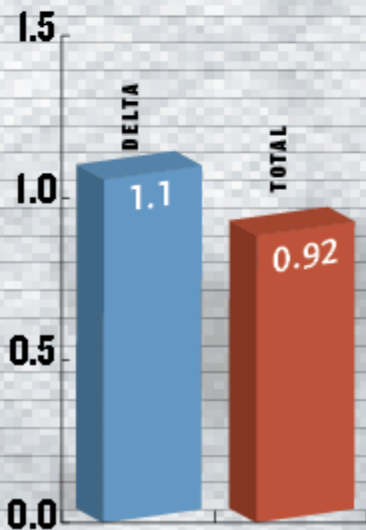
Consumer complaints:

Delta vs industry total (complaints per 100,000 enplanements)

2012



2011



Source: U.S. Department of Transportation